

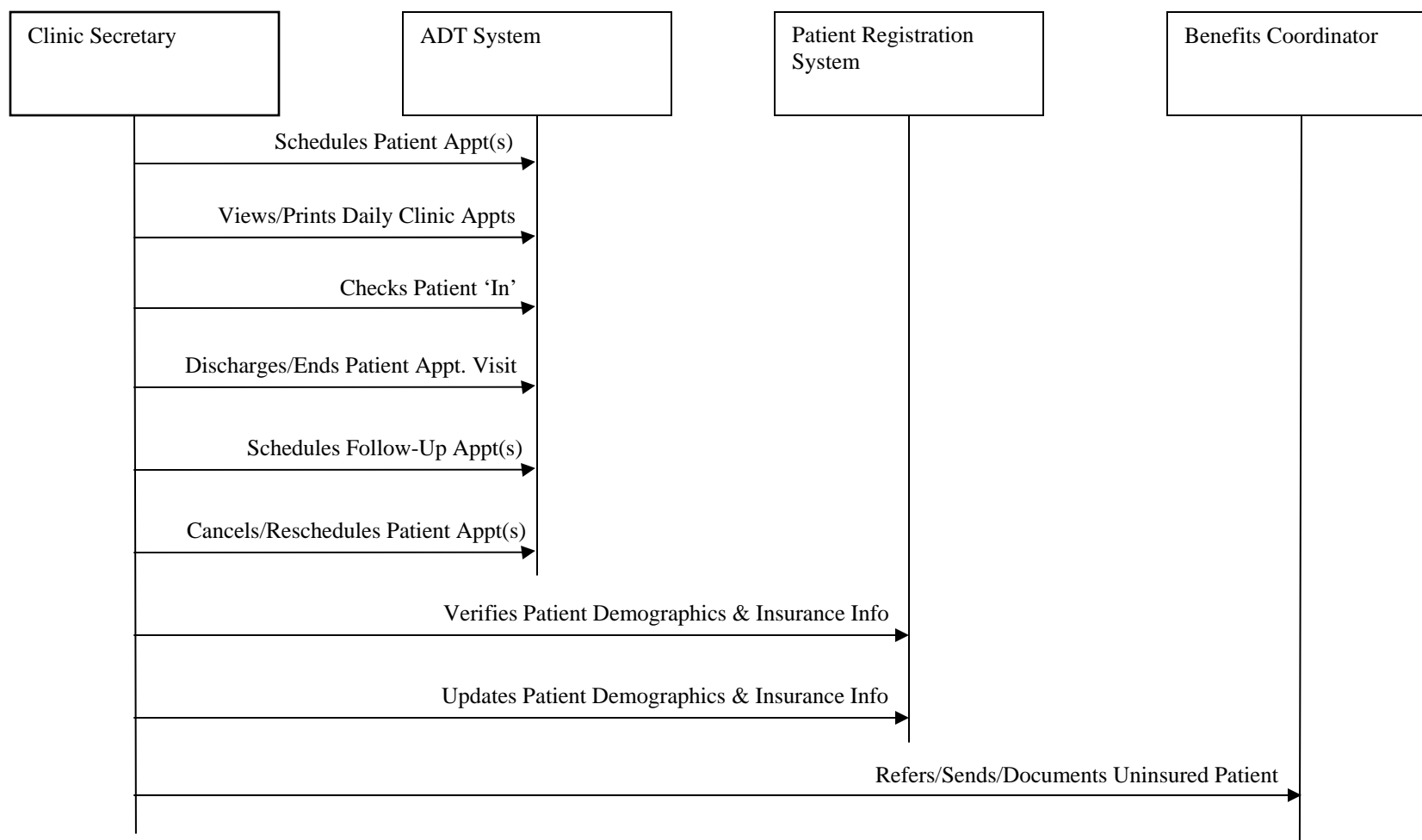
Scenario for Outpatient Clinic Secretary in Primary Care Outpatient Encounter: Part A

Clinic Secretary Helen Bed receives a phone request from Patient Aida Buffet for a clinic appointment at the Primary Care Outpatient Clinic. Clinic Secretary Bed schedules a clinic appointment for the patient in the ADT System. Another patient calls and asks her to cancel an already scheduled appointment, which the Clinic Secretary promptly performs.

On the scheduled appointment day, Patient Aida Buffet presents at the Primary Care Outpatient Clinic for her scheduled clinic appointment with Dr. Iona Trailer MD. Upon arrival to the clinic, Patient Buffet first encounters the clinic secretary Helen Bed who greets the patient and checks her in (records her arrival) for the clinic appointment via the computer system. The Clinic Secretary verifies the patient's demographics and insurance information. In the event that the information needs to be updated, Clinic Secretary Bed adds or modifies data in the Patient Registration System. In the event that the patient is uninsured, Clinic Secretary Bed sends the patient to the Benefits Coordinator and documents the lack of insurance in system.

Clinic Secretary Bed tells Mrs. Buffet to have a seat until the nurse calls for her. Patient Buffet proceeds to the lounge to await her call.

After the clinic appointment has concluded, Patient Buffet returns to Clinic Secretary Bed who discharges the patient from the appointment to end the visit. In the event that another appointment is needed, Clinic Secretary Bed also schedules a follow-up appointment.



Scenario	Actor	Step	{Operation, Object}
Outpatient Clinic Secretary in Primary Care Outpatient Encounter	Clinic Secretary	Schedules Clinic Appointments	{C, Patient Encounter}
Outpatient Clinic Secretary in Primary Care Outpatient Encounter	Clinic Secretary	Views/Prints Daily Clinic Appointments	{R, Patient Encounter}
Outpatient Clinic Secretary in Primary Care Outpatient Encounter	Clinic Secretary	Checks Patient 'In'	{C, Patient Encounter}
Outpatient Clinic Secretary in Primary Care Outpatient Encounter	Clinic Secretary	Discharges/Ends Patient Appointment Visit	{U, Patient Encounter}, {E, Patient Encounter}
Outpatient Clinic Secretary in Primary Care Outpatient Encounter	Clinic Secretary	Schedules Follow-Up Appointment(s)	{C, Patient Encounter}, {U, Patient Encounter}
Outpatient Clinic Secretary in Primary Care Outpatient Encounter	Clinic Secretary	Cancels/Reschedules Patient Appointment(s)	{U, Patient Encounter}, {D, Patient Encounter}
Outpatient Clinic Secretary in Primary Care Outpatient Encounter	Clinic Secretary	Verifies Patient Demographics & Insurance Info	{R, Patient Encounter} {R, Account}
Outpatient Clinic Secretary in Primary Care Outpatient Encounter	Clinic Secretary	Updates Patient Demographics & Insurance Info	{C, Patient Encounter} {C, Account} {U, Patient Encounter} {U, Account}
Outpatient Clinic Secretary in Primary Care Outpatient Encounter	Clinic Secretary	Refers/Sends Uninsured Patient to Benefits Coordinator.	{C, Patient Encounter} {C, Account} {U, Patient Encounter} {U, Account}